



Protect your organisations' private networks from unauthorised access

Managed Firewall Service

Overview

NEC's Managed Firewall Service provides customers with a monitoring and management service to protect your organisations' private networks from unauthorised access. The service provides security policy enforcement using tightly managed access control policies ensuring untrusted networks remain segmented from your organisations' trusted internal networks, information systems and resources. The service delivers 24x7 proactive firewall configuration management, monitoring, systems support and reporting services.

The service has been carefully designed to fit the diverse requirements of today's connected enterprises. From small and remote offices to large scale deployments, NEC has a managed firewall service designed to align with each individual organisation's security initiatives and budgetary requirements.

Benefits

- **Improve reaction time** - Reduced time to identify and remediate device weaknesses and vulnerabilities.
- **Improved security posture** - lower risk exposure and maximise technology investments.
- **Reduced cost of ownership** - leverage expertise and save on FTE and training costs.
- **Damage mitigation** - Reduction in potential damages / cost of breaches and unnecessary spend.
- **Greater data security** - Enhanced protection of staff and customer data.
- **Increased compliance** - devices will be managed according to vendor specifications.
- **Flexible options** - Flexible service and tiered approach, pay for what you need.
- **Improved decision making** - Regular reporting, facilitates improved planning and decision making.
- **Round the clock monitoring** - 24x7 service option providing device availability and performance assurance.
- **Managed by experts** - Leverage NEC's certified Security Operations Centre (SOC) team.

Support Package Options				
		Essential	Standard	Premium
Pricing unit		Per Instance ¹		
Incident management	Support hours	8:30-17:00 (Mon-Fri) ²	8:30-17:00 (Mon-Fri) ³	24x7x365
	Public holidays	-	-	✓
Service Desk		-	8:30-17:00 (Mon-Fri)	24x7
Service Assistance Portal		✓	✓	✓
Remote Support		✓	✓	✓
Device Administration		✓	✓	✓
Policy Management		✓	✓	✓
Device Backup		✓	✓	✓
Service Fulfilment ⁴		✓	✓	✓
Availability Monitoring		✓	✓	✓
Best Practice Reviews		✓	✓	✓
Health Checks & Security Advisories		-	✓	✓
Performance Monitoring		-	✓	✓
Service Management		-	✓	✓
Problem Management		-	-	✓
Major Incident Management		-	-	✓
Monthly Optimisation		-	-	✓
Service Insight		Health Assessment of Device configuration – Fee applies (Required for existing deployments)		
Service Requests		Service requests for Device Administration, Policy, Rules, Signatures, Certificates and Operating Environment updates (Fixed price per request)		
Additional Services - Priced on request				
On-site Support		⊕	⊕	⊕
SIEM		⊕	⊕	⊕
Hardware Maintenance		⊕	⊕	⊕
Software Subscriptions		⊕	⊕	⊕

1. Per instance is a physical, virtual or logical system that holds a configuration of its own, and provides output logs.

2. Essential package supports your choice of single time zone.

3. Standard package supports multiple time zones in Australia per instance.

4. Additional fees apply.

For more information:

 nec.com.au

 contactus@nec.com.au

 131 632

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
www.nec.com.au

North America (USA)
NEC Corporation of America
www.necam.com

Asia Pacific (AP)
NEC Asia Pacific
www.sg.nec.com

Europe (EMEA)
NEC Enterprise Solutions
www.nec-enterprise.com

v.190711 | Managed Firewall Service

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

©2019 NEC Australia Pty Ltd. All rights reserved. NEC and NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.

NEC